AMENDMENTS TO THE CLAIMS:

Please cancel claim 2, without prejudice or disclaimer, amend claims 1, 3, and

16-17, and add new claim 18 as indicated in the following listing of claims, which

replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A method for customer centric network management

comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a generic information model database for ~~stored information~~ one or

more customer records corresponding to the customer identification data;

receiving selection information identifying a selected one of the one or more

customer records, wherein the selected customer record corresponds to the customer;

and

providing actual circuit path information corresponding to a customer service

based on the selected customer record ~~stored information~~, wherein the actual circuit

path information is used to generate a graphical representation of heterogeneous

network components supporting a specific service for the customer.

Claim 2. (Canceled)

3. (Currently Amended) A method for customer centric network management in

a network comprising the steps, performed by a processor, of:

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populating a permanent database with network component information, the

permanent database storing the network component information according to a generic

information model;

receiving customer identification data corresponding to a customer in the

network;

accessing the permanent database for ~~network component information~~ one or

more customer records corresponding to the customer identification data, each

customer record having network component information associated with it; \

receiving selection information identifying a selected one of the one or more

customer records, wherein the selected customer record corresponds to the customer;

and

providing actual circuit path information corresponding to a customer service

based on the selected customer record ~~stored information~~, wherein the actual circuit

path information is used to generate a graphical representation of heterogeneous

network components supporting a specific service for the customer.

4. (Original) The method of claim 3, said populating step further comprising:

sending component access information to an element management system, the

element management system retrieving network component information from at least

one component in the network;

receiving the network component information from the element management

system; and

storing the network component information in the permanent database.

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5. (Original) The method of claim 3, further comprising:

updating the permanent database based on an automatic event.

6. (Original) The method of claim 3, further comprising:

updating the permanent database based on a manual event.

7. (Original) The method of claim 5, said updating step further comprising:

collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the permanent database according to comparison rules.

8. (Original) The method of claim 6, said updating step further comprising:

collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the database according to comparison rules.

Claims 9-15. (Canceled)

16. (Currently Amended) A method for customer centric network management

comprising the steps, performed by a processor, of:

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receiving identification data corresponding to a customer in a network;

accessing a generic information model database for ~~stored information~~ <u>one or more customer records</u> corresponding to the customer identification data;

<u>receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer;</u> and

providing actual circuit path information corresponding to a customer service based on the <u>selected customer record</u> ~~stored information~~, wherein the actual circuit path information is used to generate a graphical representation of a customer path.

17. (Currently Amended) A method for customer centric network management in a network comprising the steps, performed by a processor, of:

populating a generic information model database with network component information, the database storing the network component information according to a generic information model;

receiving customer identification data corresponding to a customer in the network;

accessing the database for ~~network component information~~ <u>one or more customer records</u> corresponding to the customer identification data<u>, each customer record having network component information associated with it</u>;

<u>receiving selection information identifying a selected one of the one or more customer records, wherein the selected customer record corresponds to the customer;</u> and

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providing actual circuit path information corresponding to a customer service

based on the <u>selected customer record</u> <s>stored information</s>, wherein the actual circuit

path information is used to generate a graphical representation of a customer path.

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18. (New) A network management method comprising the steps, performed by

a processor, of:

using customer identification data capable of identifying a network customer to

access one or more stored customer records;

selecting at least one of the accessed customer records;

determining, as a function of the selected customer record, circuit path

information reflecting an actual path in the network used to support a specific service for

the customer; and

developing a graphical representation of a set of network circuits used to form

the actual path.

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